

**Department of Information Services  
Customer Advisory Board  
April 26, 1999  
Meeting Minutes**

**Members present:**

**Thomas Bynum, Chair, Employment Security Department  
Doug Tanabe, Vice Chair, Department of Personnel  
Bob Monn, Department of Ecology  
Gayle McGee, Department of Health  
Dennis Jones, Office of Financial Management  
Brian Baccus, Office of the Administrator for the Courts  
Paul Piper, Department of Services for the Blind  
Don Parsons, Washington State Patrol  
Deea Niemi, Department of Transportation  
Don Price, Department of Corrections  
Shelagh Taylor, Labor and Industries  
Phil Grigg, Department of General Administration  
Herb Potter, Department of Agriculture  
Tom Parma, Department of Financial Institutions  
Jim Reitz, Department of Retirement Services  
Jim Albert, Attorney General's Office  
Sue Fleener, Department of Licensing  
Tom Neitzel, Health Care Authority  
Marla Kentfield, Office of State Treasurer  
Jim Albert, Attorney General's Office  
Dan Fannin, Center for Information Services  
Bryan Mahar, Community Trade and Economic Development  
Craig Wilson, Washington State Liquor Control Board  
Al Bloomberg, Department of Natural Resources  
Bob Hamilton, Department of Social Health Services**

**DIS Staff present:**

<b>Steve Kolodney, Director</b>	<b>Mary Lou Griffith, MOSTD</b>
<b>Paul Taylor, Deputy Director</b>	<b>Connie Michener, MOSTD</b>
<b>John Anderson, Assistant Director</b>	<b>Erica Lim, MOSTD</b>
<b>John Saunders, E-Commerce</b>	<b>Rich Martin, MOSTD</b>
<b>Kathleen White, Communications</b>	<b>Dennis Hausman, MOSTD</b>
<b>Eric Campbell, Communications</b>	<b>Stan Ditterline, MOSTD</b>
<b>Lance Calisch, CSD</b>	<b>Andy Marcellia, MOSTD</b>
<b>Mike McVicker, Assistant Director</b>	<b>Mike Marshall, MOSTD</b>
<b>Lourdes Collins, MOSTD</b>	<b>Darrel Riffe, MOSTD</b>

**Others:**

**Ken Simon, GTE  
Vipin Singh, Gartner Group**

**Call to Order** - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

### **Sub Committee Reports**

#### **Human Resources - Bob Hahn**

Bob reviewed proposed specifications for the IT reclassifications. Only two agencies have asked for help in IT recruitment. Any agencies looking for assistance in recruitment can contact Bob at [bobh@dop.wa.gov](mailto:bobh@dop.wa.gov). Classifications have been narrowed down to two categories each, with four classes. With a July 1<sup>st</sup> deadline, specifications for classes need to be defined soon. Volunteers offering to work with Bob included Shelagh Taylor, Doug Tanabe, Deea Niemi, John Anderson, and Sue Fleener.

#### **Architecture – Phil Grigg**

The CAB Infrastructure Committee is currently drafting a list of SIG's and other like groups. A final list should be available by the next CAB meeting. Lance Calisch, DIS, noted that there has been no interest in the mainframe-testing group. Please contact Lance if there is any need or interest. Phil is looking for comments and feedback. Please contact him at [Pgrigg@ga.wa.gov](mailto:Pgrigg@ga.wa.gov).

#### **State and Local Government – Dan Parsons**

This committee met last week at the ACCIS Conference with representatives from state and local governments to discuss funding issues related to the IGN, which is currently funded in part by DIS and DOH.

#### **E-Commerce/Web Strategic Directions - John Saunders**

John discussed the differences between Licensed Digital Signatures and the newly recognized Non-Licensed Digital Signatures. Next steps are to define the requirements for a Certification Authority to service all of state government, conduct evaluations, and also begin a selection process to determine a provider that meets our business and cost requirements. John asked for input from the CAB to help define the attributes of Non-Licensed CA's as derived from law. Volunteers included Jim Albert, Bryan Mayhar, Deea Niemi, and Phil Gregg. Steve Kolodney stated that time is of the essence and that the goal is to be on market in 30 days. Interested members should contact John at [saunders@dis.wa.gov](mailto:saunders@dis.wa.gov).

#### **Online Purchasing – Dennis Jones, OFM**

OMWBE is interested in developing an online purchasing mall and after an analysis of surveys from agencies to determine the level of interest, the task force found that state agency supply officers are very interested. The sub-committee has recommended moving ahead with developing the online purchasing mall, which would also be available to local governments. The next step is to proceed with the pilot and to determine what vendors would be interested, all hopefully within the next sixty days.

**Web Accessibility – Paul Taylor**

Paul announced an opportunity to attend a one-day conference focusing on ADA website accessibility on June 7<sup>th</sup> at the L&I Auditorium.

**IGN Cost Recovery – John Anderson,**

John reviewed the situation with the Internet access service outage of April 5<sup>th</sup> and 6<sup>th</sup> which was caused by failure of a high capacity US West interconnecting circuit. John also recently met with local governments (ACCIS) to discuss IGN cost recovery. John did note that there are plans to re-engineer bandwidth and asked that if agencies had plans to significantly increase their usage, please let him know.

**Legislative Update – Erika Lim**

Although Legislature has adjourned, it will reconvene on May 10th. The House and Senate passed nine out of nine IT bills. Paul noted this was an interesting session in that all IT bills were passed and that is a remarkable achievement and notes a growing interest in the Legislature in IT.

**Future CBT-Paul Taylor/Doug Tanabe,**

DIS will be issuing an RFP to replace the GartnerLearning Internet training service with an Intranet based training service. If agencies were to purchase their own GartnerLearning courseware they would be asked to de-install the courses and in a letter certify that they have destroyed the CBT. DIS will be working with CAB and DOP to select the courses.

**Gartner Group Update**

Vipin Singh gave an overview of the thirty research and advisory services state agencies can access through the Internet.

**NASIRE Update-Paul Taylor**

Paul observed that as the states gathered together for this conference it was very apparent that all are facing many of the same issues. Paul gave fair notice that other states are looking to make their mark in IT and become known as the “Digital State.”

**New Business****Options for virus protection and cleansing**

Thomas asked for discussion to address options for virus protection. It was noted that an early notification had worked well and that communication from network administrators was imperative.

Next Meeting is scheduled for May 24, 1999 from 1:30-3:30 in the DIS Boardroom.

Meeting adjourned.